



RF Art419 <rpart419@gmail.com>

Fw: Your Eurostar Enquiry #11116461

ftapelo@aol.com <ftapelo@aol.com>
 Reply-To: "ftapelo@aol.com" <ftapelo@aol.com>
 To: "rfart419@gmail.com" <rfart419@gmail.com>

Fri, Jun 27, 2025 at 7:24 PM

Sent from AOL on Android

----- Forwarded Message -----
From: "Case Reply" <caseresponse@eurostar.com>
To: "ftapelo@aol.com" <ftapelo@aol.com>
Sent: Fri, Jun 27, 2025 at 2:07 AM
Subject: Your Eurostar Enquiry #11116461



Dear Flora Tarcila,

Thank you for contacting us.

We have added the assistance request to the booking. Please find the details below:

Summary of Assistance requested:

Booking reference: CH7W2Q
Passenger name: Renee Fluor

Please have your tickets to hand; the assistance team will be able to locate your assistance request with your name and train time.

Details of Assistance:

Our assistance team will be able to help you with two suitcases up to a maximum of 15kg each. Please note that your bag(s) will be weighed on departure, and the assistance team are unable to help with any bag over that weight.

Our team can accompany you through the departure controls and to your train. We will also accompany you when you alight from the train at your destination.

Our assistance team will be able to guide you and one other person through the departure process. Other members of your family or group will need to follow the usual processes and you will all be able to meet in the departure lounge where you will wait until your train is ready to board. In St Pancras we use staff access to fast track you. If a crew member comes along, we will step aside and give the crew priority.

What to do at the station:

Please arrive at least 60 minutes before the departure of your train and go to the assistance meeting point. Your pre-requested assistance will remain active up to 60 minutes before departure. If you arrive after this time, we may not be able to help you on your chosen service and will look for the next available service where assistance can be honoured.

In St Pancras the assistance point is at Eurostar ticket gate no. 5 (the furthest left of the ticket gates). If there are queues before the ticket gates, please speak to a Eurostar team member and advise them that you have assistance booked. The closest drop-off point is in Pancras Road.

In Paris Nord, please go to the main station assistance point "Assistance Voyageur Handicapé". This is on the ground floor on the other side of Starbucks, opposite platforms three and four. When entering the station from Place Napoleon III, or if coming from the RER/metro you will locate it just past the "Monop'daily" mini supermarket, on the corner, and the Starbucks. When entering the station from the side entrance, Rue de Maubeuge, the assistance area will be just past the main SNCF ticket office.

You will be met from the train on arrival at your destination. Please be aware that, if the team is busy, there may be a wait of up to 15 minutes on arrival, so do not worry if a team member is not there when you arrive, they are on their way. Please wait by the door of your coach.

Should your travel details be amended, either by yourself or by us, including seating choice, date or time of the journey, please contact our teams so that we can amend and re-arrange your pre-booked assistance. You will need to notify the Eurostar Assistance team of any change at least 24 hours prior to the journey so that we can honour your request, our UK phone number is 0330 818 0718. You can also contact us on (+33) 01 70 70 60 88, (+32) 02 400 67 76, (+31) 020 716 83 25 or (+1) 646-934-6454, select your language, then "6" for the Assistance team.

If you have any questions, please do not hesitate to contact us.

Kind regards,

Martyn

Eurostar Customer Care

It's our aim to get back to you within 28 working days. If we need more time or information to deal with your complaint, we'll get back to you once we've fully investigated. If this is the case, we'll keep in touch to let you know when you can expect a full response and we'll update you on our progress every 10 days. You can find a copy of our complaint handling procedure [here](#).

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